Environmental Quality

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	FCR Total
Environmental Quality	Application Services	Martin Gonzalez	0 0	2 2	0 0	2 2
		Tony Larsen	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	5 2	0 0	5 2
	Help Desk	Brenda Treadway	0 0	3 3	0 0	3 3
		Eileen Dubach	0 0	2 2	0 0	2 2
		James Stearns	0 0	4 4	0 0	4 4
		Julie VanBeekum	0 0	1 1	0 0	1 1
		Vicky Marrelli	0 0	3 3	0 0	3 3
		Assigned to Individual Total	0 0	13 13	0 0	13 13
	Metro B Desktop Support	Anthony Booyse	0 0	3 0	0 0	3 0
		Bill Crowther	0 0	32 11	0 0	32 11

Environmental Quality

			High	Low	Medium	FCR Total
Environmental Quality	Metro B Desktop Support	Jay Locker	0 0	2 0	0 0	2 0
		Ken Bolkcom	0 0	8 0	0 0	8 0
		Michael Barth	0 0	8 0	0 0	8 0
		Peter Musser	0 0	2 0	0 0	2 0
		Sean Chadbourne	0 0	1 0	0 0	1 0
		Tyler Pearce	0 0	5 1	0 0	5 1
		Wayne Higgs	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	65 12	0 0	65 12
	Metro B Help Desk	Gary Graham	0 0	3 3	0 0	3 3
		Janet Hongsyvilay	0 0	25 19	0 0	25 19
		Val Shepherd	0 0	15 8	0 0	15 8
		Assigned to Individual Total	0 0	43 30	0 0	43 30
	Metro B Hosting	Paul Engberson	1 0	3 1	1 0	5 1
		Paul Seager	0 0	1 0	0 0	1 0

Environmental Quality

			High	Low	Medium	FCR Total
Environmental Quality	Metro B Hosting	Assigned to Individual Total	1 0	4 1	1 0	6 1
	Metro C Help Desk	Reed Stohel	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Rural South Desktop Support	Joel Finlinson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Security	Sharon Smith	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Strategic Communications	Luis Larios	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Operations	Britany Finlay	0 0	1 0	0 0	1 0
		Leon Owen	0 0	1 0	0 0	1 0
		Romanza Hamblin	0 0	5 5	0 0	5 5
		Assigned to Individual Total	0 0	7 5	0 0	7 5
	Voice/Data/WAN Services	T Artis	0 0	1 0	0 0	1 0

Enterprise Incident Report January 2012

As of 2/23/2012

Environmental Quality

			High	Low	Medium	FCR Total
Environmental Quality	Voice/Data/WAN Services	**Assigned to Individual Total**	0 0	1 0	0 0	1 0
	Assigned Group Total		1 0	142 64	1 0	144 64
Customer Company Total			1 0	142 64	1 0	144 64

Enterprise Incident Report January 2012

As of 2/23/2012

Environmental Quality

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Inital Response			
			High	Low	Medium	MIR Total
Environmental Quality	Application Services	Martin Gonzalez	0 0	2 1	0 0	2 1
		Tony Larsen	0 0	3 1	0 0	3 1
		Assigned to Individual Total	0 0	5 2	0 0	5 2
	Help Desk	Brenda Treadway	0 0	3 0	0 0	3 0
		Eileen Dubach	0 0	2 0	0 0	2 0
		James Stearns	0 0	4 0	0 0	4 0
		Julie VanBeekum	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	13 0	0 0	13 0
	Metro B Desktop Support	Anthony Booyse	0 0	3 0	0 0	3 0
		Bill Crowther	0 0	32 0	0 0	32 0

Environmental Quality

			High	Low	Medium	MIR Total
Environmental Quality	Metro B Desktop Support	Jay Locker	0 0	2 0	0 0	2 0
		Ken Bolkcom	0 0	8 0	0 0	8 0
		Michael Barth	0 0	8 0	0 0	8 0
		Peter Musser	0 0	2 0	0 0	2 0
		Sean Chadbourne	0 0	1 0	0 0	1 0
		Tyler Pearce	0 0	5 0	0 0	5 0
		Wayne Higgs	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	65 0	0 0	65 0
	Metro B Help Desk	Gary Graham	0 0	3 0	0 0	3 0
		Janet Hongsyvilay	0 0	25 1	0 0	25 1
		Val Shepherd	0 0	15 0	0 0	15 0
		Assigned to Individual Total	0 0	43 1	0 0	43 1
	Metro B Hosting	Paul Engberson	1 0	3 0	1 0	5 0
		Paul Seager	0 0	1 0	0 0	1 0

Environmental Quality

			High	Low	Medium	MIR Total
Environmental Quality	Metro B Hosting	Assigned to Individual Total	1 0	4 0	1 0	6 0
	Metro C Help Desk	Reed Stohel	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Rural South Desktop Support	Joel Finlinson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Security	Sharon Smith	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Strategic Communications	Luis Larios	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Operations	Britany Finlay	0 0	1 1	0 0	1 1
		Leon Owen	0 0	1 0	0 0	1 0
		Romanza Hamblin	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	7 1	0 0	7 1
	Voice/Data/WAN Services	T Artis	0 0	1 0	0 0	1 0

Enterprise Incident Report January 2012

As of 2/23/2012

Environmental Quality

			High	Low	Medium	MIR Total
Environmental Quality	Voice/Data/WAN Services	Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		1 0	142 4	1 0	144 4
Customer Company Total			1 0	142 4	1 0	144 4

Environmental Quality

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Environmental Quality	Application Services	Martin Gonzalez	0 0.00	2 1.57	0 0.00	2 1.57
		Tony Larsen	0 0.00	3 0.92	0 0.00	3 0.92
		Assigned to Individual Total	0 0.00	5 1.18	0 0.00	5 1.18
	Help Desk	Brenda Treadway	0 0.00	3 0.00	0 0.00	3 0.00
		Eileen Dubach	0 0.00	2 0.00	0 0.00	2 0.00
		James Stearns	0 0.00	4 0.00	0 0.00	4 0.00
		Julie VanBeekum	0 0.00	1 0.00	0 0.00	1 0.00
		Vicky Marrelli	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	13 0.00	0 0.00	13 0.00
	Metro B Desktop Support	Anthony Booyse	0 0.00	3 0.13	0 0.00	3 0.13
		Bill Crowther	0 0.00	32 0.08	0 0.00	32 0.08

Environmental Quality

			High	Low	Medium	ATTIR Total
Environmental Quality	Metro B Desktop Support	Jay Locker	0 0.00	2 0.21	0 0.00	2 0.21
		Ken Bolkcom	0 0.00	8 0.10	0 0.00	8 0.10
		Michael Barth	0 0.00	8 0.23	0 0.00	8 0.23
		Peter Musser	0 0.00	2 0.13	0 0.00	2 0.13
		Sean Chadbourne	0 0.00	1 0.00	0 0.00	1 0.00
		Tyler Pearce	0 0.00	5 0.19	0 0.00	5 0.19
		Wayne Higgs	0 0.00	4 0.13	0 0.00	4 0.13
		Assigned to Individual Total	0 0.00	65 0.12	0 0.00	65 0.12
	Metro B Help Desk	Gary Graham	0 0.00	3 0.02	0 0.00	3 0.02
		Janet Hongsyvilay	0 0.00	25 0.11	0 0.00	25 0.11
		Val Shepherd	0 0.00	15 0.03	0 0.00	15 0.03
		Assigned to Individual Total	0 0.00	43 0.08	0 0.00	43 0.08
	Metro B Hosting	Paul Engberson	1 0.16	3 0.02	1 0.00	5 0.05
		Paul Seager	0 0.00	1 0.00	0 0.00	1 0.00

Environmental Quality

			High	Low	Medium	ATTIR Total
Environmental Quality	Metro B Hosting	Assigned to Individual Total	1 0.16	4 0.02	1 0.00	6 0.04
	Metro C Help Desk	Reed Stohel	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Rural South Desktop Support	Joel Finlinson	0 0.00	1 0.20	0 0.00	1 0.20
		Assigned to Individual Total	0 0.00	1 0.20	0 0.00	1 0.20
	Security	Sharon Smith	0 0.00	1 0.02	0 0.00	1 0.02
		Assigned to Individual Total	0 0.00	1 0.02	0 0.00	1 0.02
	Strategic Communications	Luis Larios	0 0.00	1 0.91	0 0.00	1 0.91
		Assigned to Individual Total	0 0.00	1 0.91	0 0.00	1 0.91
	Voice Operations	Britany Finlay	0 0.00	1 1.60	0 0.00	1 1.60
		Leon Owen	0 0.00	1 0.33	0 0.00	1 0.33
		Romanza Hamblin	0 0.00	5 0.39	0 0.00	5 0.39
		Assigned to Individual Total	0 0.00	7 0.55	0 0.00	7 0.55
	Voice/Data/WAN Services	T Artis	0 0.00	1 0.12	0 0.00	1 0.12

Environmental Quality

			High	Low	Medium	ATTIR Total
Environmental Quality	Voice/Data/WAN Services	Assigned to Individual Total	0 0.00	1 0.12	0 0.00	1 0.12
	Assigned Group Total		1 0.16	142 0.16	1 0.00	144 0.16
Customer Company Total			1 0.16	142 0.16	1 0.00	144 0.16

Environmental Quality

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Environmental Quality	Application Services	Martin Gonzalez	0 0	2 2	0 0	2 2
		Tony Larsen	0 0	3 1	0 0	3 1
		Assigned to Individual Total	0 0	5 3	0 0	5 3
	Help Desk	Brenda Treadway	0 0	3 0	0 0	3 0
		Eileen Dubach	0 0	2 0	0 0	2 0
		James Stearns	0 0	4 0	0 0	4 0
		Julie VanBeekum	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	13 0	0 0	13 0
	Metro B Desktop Support	Anthony Booyse	0 0	3 0	0 0	3 0
		Bill Crowther	0 0	32 1	0 0	32 1

Environmental Quality

			High	Low	Medium	MR Total
Environmental Quality	Metro B Desktop Support	Jay Locker	0 0	2 0	0 0	2 0
		Ken Bolkcom	0 0	8 0	0 0	8 0
		Michael Barth	0 0	8 0	0 0	8 0
		Peter Musser	0 0	2 0	0 0	2 0
		Sean Chadbourne	0 0	1 0	0 0	1 0
		Tyler Pearce	0 0	5 0	0 0	5 0
		Wayne Higgs	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	65 1	0 0	65 1
	Metro B Help Desk	Gary Graham	0 0	3 0	0 0	3 0
		Janet Hongsyvilay	0 0	25 0	0 0	25 0
		Val Shepherd	0 0	15 0	0 0	15 0
		Assigned to Individual Total	0 0	43 0	0 0	43 0
	Metro B Hosting	Paul Engberson	1 0	3 0	1 0	5 0
		Paul Seager	0 0	1 0	0 0	1 0

Environmental Quality

			High	Low	Medium	MR Total
Environmental Quality	Metro B Hosting	Assigned to Individual Total	1 0	4 0	1 0	6 0
	Metro C Help Desk	Reed Stohel	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Rural South Desktop Support	Joel Finlinson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Security	Sharon Smith	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Strategic Communications	Luis Larios	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Operations	Britany Finlay	0 0	1 0	0 0	1 0
		Leon Owen	0 0	1 0	0 0	1 0
		Romanza Hamblin	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0
	Voice/Data/WAN Services	T Artis	0 0	1 0	0 0	1 0

Environmental Quality

			High	Low	Medium	MR Total
Environmental Quality	Voice/Data/WAN Services	Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		1 0	142 5	1 0	144 5
Customer Company Total			1 0	142 5	1 0	144 5

Environmental Quality

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Environmental Quality	Application Services	Martin Gonzalez	0 0.00	2 7.28	0 0.00	2 7.28
		Tony Larsen	0 0.00	3 76.18	0 0.00	3 76.18
		Assigned to Individual Total	0 0.00	5 48.62	0 0.00	5 48.62
	Help Desk	Brenda Treadway	0 0.00	3 0.00	0 0.00	3 0.00
		Eileen Dubach	0 0.00	2 0.00	0 0.00	2 0.00
		James Stearns	0 0.00	4 0.00	0 0.00	4 0.00
		Julie VanBeekum	0 0.00	1 0.00	0 0.00	1 0.00
		Vicky Marrelli	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	13 0.00	0 0.00	13 0.00
	Metro B Desktop Support	Anthony Booyse	0 0.00	3 1.22	0 0.00	3 1.22
		Bill Crowther	0 0.00	31 1.17	0 0.00	31 1.17

Environmental Quality

			High	Low	Medium	ATTR Total
Environmental Quality	Metro B Desktop Support	Jay Locker	0 0.00	2 2.23	0 0.00	2 2.23
		Ken Bolkcom	0 0.00	8 1.38	0 0.00	8 1.38
		Michael Barth	0 0.00	8 1.08	0 0.00	8 1.08
		Peter Musser	0 0.00	2 2.73	0 0.00	2 2.73
		Sean Chadbourne	0 0.00	1 0.00	0 0.00	1 0.00
		Tyler Pearce	0 0.00	5 0.92	0 0.00	5 0.92
		Wayne Higgs	0 0.00	4 2.16	0 0.00	4 2.16
		Assigned to Individual Total	0 0.00	64 1.29	0 0.00	64 1.29
	Metro B Help Desk	Gary Graham	0 0.00	3 0.03	0 0.00	3 0.03
		Janet Hongsyvilay	0 0.00	25 0.21	0 0.00	25 0.21
		Val Shepherd	0 0.00	15 0.04	0 0.00	15 0.04
		Assigned to Individual Total	0 0.00	43 0.14	0 0.00	43 0.14
	Metro B Hosting	Paul Engberson	1 0.54	3 0.15	1 0.00	5 0.20
		Paul Seager	0 0.00	1 0.04	0 0.00	1 0.04

Environmental Quality

			High	Low	Medium	ATTR Total
Environmental Quality	Metro B Hosting	Assigned to Individual Total	1 0.54	4 0.12	1 0.00	6 0.17
	Metro C Help Desk	Reed Stohel	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Rural South Desktop Support	Joel Finlinson	0 0.00	1 1.57	0 0.00	1 1.57
		Assigned to Individual Total	0 0.00	1 1.57	0 0.00	1 1.57
	Security	Sharon Smith	0 0.00	1 25.53	0 0.00	1 25.53
		Assigned to Individual Total	0 0.00	1 25.53	0 0.00	1 25.53
	Strategic Communications	Luis Larios	0 0.00	1 4.94	0 0.00	1 4.94
		Assigned to Individual Total	0 0.00	1 4.94	0 0.00	1 4.94
	Voice Operations	Britany Finlay	0 0.00	1 1.60	0 0.00	1 1.60
		Leon Owen	0 0.00	1 0.33	0 0.00	1 0.33
		Romanza Hamblin	0 0.00	5 0.61	0 0.00	5 0.61
		Assigned to Individual Total	0 0.00	7 0.71	0 0.00	7 0.71
	Voice/Data/WAN Services	T Artis	0 0.00	1 3.19	0 0.00	1 3.19

Environmental Quality

			High	Low	Medium	ATTR Total
Environmental Quality	Voice/Data/WAN Services	Assigned to Individual Total	0 0.00	1 3.19	0 0.00	1 3.19
	Assigned Group Total		1 0.54	141 2.63	1 0.00	143 2.60
Customer Company Total			1 0.54	141 2.63	1 0.00	143 2.60

Environmental Quality

Detail

INC000000404441	Renette Anderson	None	None	Novell GroupWise		TIR Missed: No	0.56
	Application Services	Tony Larsen	Environmental Quality	Low	Closed	TTR Missed: Yes	225.43
INC000000434175	Mike Givens	None	None	None		TIR Missed: No	0.02
	Security	Sharon Smith	Environmental Quality	Low	Closed	TTR Missed: Yes	25.53
INC000000435218	Edith Barker	Application	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.60
INC000000438012	Kathy Barker	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.19
	Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Closed	TTR Missed: No	2.35
INC000000438312	Sheila Stone	Application	None	Novell GroupWise		TIR Missed: No	0.23
	Application Services	Martin Gonzalez	Environmental Quality	Low	Closed	TTR Missed: Yes	6.46
INC000000438419	Mark Hansen	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	0.04
INC000000438588	Beverly Rasmussen	Application	Error	Novell GroupWise		TIR Missed: No	0.60
	Application Services	Tony Larsen	Environmental Quality	Low	Closed	TTR Missed: No	1.01
INC000000438720	Sarah Malluche Templeton	None	None	None		TIR Missed: No	0.15
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.42
INC000000438732	Doug Tanner	PC/Laptop	Error	None		TIR Missed: No	0.31
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	0.46
INC000000438842	Doug Wong	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000438958	David McCleary	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000439046	Spencer Wickham	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	0.02
INC000000439143	David Bird	Application	Password	Microsoft Windows XP Professional		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000439156	Brent D Shaw	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000439169	Alex Pashley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.12
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	0.12
INC000000439214	Alex Pashley	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Environmental Quality	Low	Closed	TTR Missed: No	0.00

Environmental Quality

INC000000439246	Jalynn Knudsen	Application	Error	Acrobat Reader	TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.35
INC000000439327	Roman Kuprov	Network	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	0.06
INC000000439330	Roman Kuprov	Wireless Connectivity	None	None	TIR Missed: No	0.05
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.88
INC000000439507	Jule Fausto	Remote Connectivity	None	None	TIR Missed: No	0.10
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.71
INC000000439521	Dale Urban	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.35
	Metro B Desktop Support	Jay Locker	Environmental Quality	Low	Closed	TTR Missed: No	1.38
INC000000439588	Shairose Falahati Nini	Telecom	None	None	TIR Missed: No	0.58
	Voice Operations	Romanza Hamblin	Environmental Quality	Low	Closed	TTR Missed: No	0.95
INC000000439615	Steven Onysko	Telecom	Call Management	Telephone	TIR Missed: No	0.12
	Voice/Data/WAN Services	T Artis	Environmental Quality	Low	Closed	TTR Missed: No	3.19
INC000000440171	Spencer Wickham	None	None	Utah Master Directory	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000440403	Robin V Davis	Application	None	State Payroll Time Entry System	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	0.06
INC000000440431	Peter Verschoor	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.18
INC000000440541	Kamille Endemano	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	3.59
INC000000440596	David McCleary	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	3.34
INC000000440603	Brent D Shaw	Application	Reporting	None	TIR Missed: No	0.06
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	0.10
INC000000441062	Kim Viehweg	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000441094	Sonja Robinson	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000441221	Chad Harris	Application	None	Microsoft Office	TIR Missed: No	0.21
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	3.68
INC000000441759	Morgan Atkinson	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Environmental Quality	Low	Closed	TTR Missed: No	0.00

Environmental Quality

INC000000441786	Sarah Malluche Templetor	Application	Error	None		TIR Missed:	No	0.40
Metro B Help Desk	Val Shepherd		Environmental Quality	Low	Closed	TTR Missed:	No	0.42
INC000000441856	Brent D Shaw	Network	Error	None		TIR Missed:	No	0.00
Metro B Help Desk	Janet Hongsyvilay		Environmental Quality	Low	Closed	TTR Missed:	No	0.07
INC000000441911	Norm Erikson	Application	Error	Microsoft Office		TIR Missed:	No	0.00
Metro B Desktop Support	Bill Crowther		Environmental Quality	Low	Closed	TTR Missed:	No	0.30
INC000000441955	Marc Wade	None	None	None		TIR Missed:	No	0.00
Metro B Hosting	Paul Seager		Environmental Quality	Low	Closed	TTR Missed:	No	0.04
INC000000442185	Robert Leishman Jr	Application	Reporting	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
Help Desk	James Stearns		Environmental Quality	Low	Closed	TTR Missed:	No	0.00
INC000000442268	Michael Zucker	Telecom	Voice Mail	Telephone		TIR Missed:	No	0.11
Voice Operations	Romanza Hamblin		Environmental Quality	Low	Closed	TTR Missed:	No	0.12
INC000000442290	Morgan Atkinson	PC/Laptop	None	None		TIR Missed:	No	0.05
Metro B Desktop Support	Ken Bolkcom		Environmental Quality	Low	Closed	TTR Missed:	No	0.95
INC000000442598	Dave Edwards	Application	Error	ZENworks for Desktops		TIR Missed:	No	0.00
Metro B Desktop Support	Bill Crowther		Environmental Quality	Low	Closed	TTR Missed:	No	0.00
INC000000442674	JJ Trussell	Application	Error	ZENworks for Desktops		TIR Missed:	No	0.00
Metro B Desktop Support	Bill Crowther		Environmental Quality	Low	Closed	TTR Missed:	No	0.00
INC000000442676	Michael Storck	Application	Error	ZENworks for Desktops		TIR Missed:	No	0.00
Metro B Desktop Support	Bill Crowther		Environmental Quality	Low	Closed	TTR Missed:	No	0.00
INC000000442787	Edward Costomiris	None	None	Java Media Framework		TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham		Environmental Quality	Low	Closed	TTR Missed:	No	0.02
INC000000442808	Otis Willoughby III	Application	Error	None		TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd		Environmental Quality	Low	Closed	TTR Missed:	No	0.00
INC000000442930	Sonja Robinson	PC/Laptop	Error	None		TIR Missed:	No	0.00
Metro B Desktop Support	Bill Crowther		Environmental Quality	Low	Closed	TTR Missed:	No	0.34
INC000000443098	Ellen Lund	None	None	None		TIR Missed:	No	0.05
Metro B Desktop Support	Ken Bolkcom		Environmental Quality	Low	Closed	TTR Missed:	No	0.54
INC000000443340	Craig Silotti	None	None	None		TIR Missed:	No	0.07
Metro B Desktop Support	Bill Crowther		Environmental Quality	Low	Closed	TTR Missed:	No	2.11
INC000000443614	Dale Jorgensen	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	0.00
Metro B Desktop Support	Bill Crowther		Environmental Quality	Low	Closed	TTR Missed:	No	0.00
INC000000443615	Judy Etherington	None	None	None		TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd		Environmental Quality	Low	Closed	TTR Missed:	No	0.00

Environmental Quality

INC000000443626	Alisa Westenskow	Application	Error	Microsoft Access		TIR Missed:	No	0.00
Metro B Desktop Support		Wayne Higgs	Environmental Quality	Low	Closed	TTR Missed:	No	0.05
INC000000443685	Craig Barnitz	Application	None	None		TIR Missed:	No	0.07
Metro B Desktop Support		Anthony Booyse	Environmental Quality	Low	Closed	TTR Missed:	No	1.01
INC000000443720	Kathy Barker	Application	Error	Microsoft Excel		TIR Missed:	No	0.30
Metro B Desktop Support		Anthony Booyse	Environmental Quality	Low	Closed	TTR Missed:	No	2.09
INC000000443788	Richard Sanborn	None	None	None		TIR Missed:	No	0.06
Metro B Desktop Support		Peter Musser	Environmental Quality	Low	Closed	TTR Missed:	No	0.90
INC000000443960	Sharon Schofield	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	0.23
Metro B Desktop Support		Wayne Higgs	Environmental Quality	Low	Closed	TTR Missed:	No	3.27
INC000000444180	David McCleary	Application	Error	Internet Explorer		TIR Missed:	No	0.21
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Closed	TTR Missed:	No	0.65
INC000000444196	Tony Howes	Application	None	None		TIR Missed:	No	0.02
Metro B Desktop Support		Anthony Booyse	Environmental Quality	Low	Closed	TTR Missed:	No	0.56
INC000000444419	Karma Kehler	None	None	None		TIR Missed:	No	0.00
Metro B Help Desk		Val Shepherd	Environmental Quality	Low	Closed	TTR Missed:	No	0.00
INC000000444592	Judy Etherington	Print/Copy/Scan/Fax	None	None		TIR Missed:	Yes	2.91
Application Services		Martin Gonzalez	Environmental Quality	Low	Closed	TTR Missed:	Yes	8.09
INC000000444606	Stacy Carroll	Application	None	Data Warehouse		TIR Missed:	No	0.06
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Closed	TTR Missed:	No	1.71
INC000000444769	Kari Lundeen	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk		Val Shepherd	Environmental Quality	Low	Closed	TTR Missed:	No	0.00
INC000000445139	Roy Vanos	PC/Laptop	Error	None		TIR Missed:	No	0.18
Metro B Desktop Support		Bill Crowther	Environmental Quality	Low	Closed	TTR Missed:	No	2.01
INC000000445525	Don Verbica	PC/Laptop	None	Microsoft Office		TIR Missed:	No	0.09
Metro B Desktop Support		Ken Bolkcom	Environmental Quality	Low	Closed	TTR Missed:	No	3.73
INC000000445541	Jim Bowcutt	Application	None	None		TIR Missed:	No	0.00
Metro B Help Desk		Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed:	No	0.91
INC000000446066	Diane Hernandez	None	None	None		TIR Missed:	No	0.00
Metro B Help Desk		Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed:	No	0.00
INC000000446132	Morgan Atkinson	Network	None	None		TIR Missed:	No	0.00
Metro B Help Desk		Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed:	No	0.00
INC000000446204	Arlene Lovato	Telecom	Coverage Path	Telephone		TIR Missed:	Yes	1.60
Voice Operations		Britany Finlay	Environmental Quality	Low	Closed	TTR Missed:	No	1.60

Environmental Quality

INC000000446219	Shaun Buttars	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Help Desk	Brenda Treadway	Environmental Quality	Low	Closed	TTR Missed:	No	0.00
INC000000446288	Jeffrey Ostermiller	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed:	No	0.00
INC000000446330	Carolyn Fritz	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.05
Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Closed	TTR Missed:	No	1.43
INC000000446444	Melissa Turchi	PC/Laptop	Error	None	TIR Missed:	No	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed:	No	0.41
INC000000446642	Hilary Arens	PC/Laptop	Performance	None	TIR Missed:	No	0.12
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed:	No	3.42
INC000000446750	John Chartier	Network	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.20
Rural South Desktop Support	Joel Finlinson	Environmental Quality	Low	Closed	TTR Missed:	No	1.57
INC000000446772	Laurie Leib	Application	None	Microsoft Office	TIR Missed:	No	0.00
Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Closed	TTR Missed:	No	1.76
INC000000447015	Benjamin Brown	Network	Error	None	TIR Missed:	No	0.00
Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed:	No	0.00
INC000000447350	EQ He	PC/Laptop	Error	None	TIR Missed:	No	0.12
Metro B Desktop Support	Wayne Higgs	Environmental Quality	Low	Closed	TTR Missed:	No	0.98
INC000000447562	Kate E Johnson	None	None	None	TIR Missed:	No	0.30
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed:	N/A	
INC000000447612	Scott Hopkins	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.78
Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed:	No	1.11
INC000000447821	Dale Jorgensen	PC/Laptop	Hardware	None	TIR Missed:	No	0.51
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed:	No	0.51
INC000000447863	Doug Wong	Application	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Help Desk	Vicky Marrelli	Environmental Quality	Low	Closed	TTR Missed:	No	0.00
INC000000447914	David Hansen	Application	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Help Desk	James Stearns	Environmental Quality	Low	Closed	TTR Missed:	No	0.00
INC000000448044	Ralph Bohn	None	None	None	TIR Missed:	No	0.07
Metro B Hosting	Paul Engberson	Environmental Quality	Low	Closed	TTR Missed:	No	0.45
INC000000448065	Susan Weisenberg	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed	TTR Missed:	No	0.00
INC000000448113	Rachael Cassady	Network	Error	None	TIR Missed:	No	0.18
Metro B Desktop Support	Wayne Higgs	Environmental Quality	Low	Closed	TTR Missed:	No	4.34

Environmental Quality

INC000000448236	Scott Hacking	Network	Error	None		TIR Missed: No	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality		Low	Closed	TTR Missed: No	0.04
INC000000448363	Joel Karmazyn	Application	None	None		TIR Missed: No	0.19
Metro B Desktop Support	Peter Musser	Environmental Quality		Low	Closed	TTR Missed: No	4.57
INC000000448521	Rachael Cassady	Application	Error	None		TIR Missed: No	0.22
Metro B Desktop Support	Bill Crowther	Environmental Quality		Low	Closed	TTR Missed: Yes	6.93
INC000000448535	Frank Stehno	Application	None	None		TIR Missed: No	0.06
Metro B Desktop Support	Michael Barth	Environmental Quality		Low	Closed	TTR Missed: No	0.60
INC000000448666	Rawn Wallgren	Telecom	Voice Mail	Telephone		TIR Missed: No	0.08
Voice Operations	Romanza Hamblin	Environmental Quality		Low	Closed	TTR Missed: No	0.32
INC000000448693	Robert Ford	Application	None	None		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Environmental Quality		Low	Closed	TTR Missed: No	0.00
INC000000448801	Kathy Barker	Application	None	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Environmental Quality		Low	Closed	TTR Missed: No	0.00
INC000000449044	Arlene Lovato	Telecom	Voice Mail	Telephone		TIR Missed: No	0.33
Voice Operations	Leon Owen	Environmental Quality		Low	Closed	TTR Missed: No	0.33
INC000000449468	Johnathon Cook	None	None	None		TIR Missed: No	0.00
Metro B Hosting	Paul Engberson	Environmental Quality		Low	Closed	TTR Missed: No	0.00
INC000000449473	Bruce Hagans	None	None	None		TIR Missed: No	0.00
Metro B Hosting	Paul Engberson	Environmental Quality		Medium	Closed	TTR Missed: No	0.00
INC000000449481	Robert Herbert	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Environmental Quality		Low	Closed	TTR Missed: No	0.00
INC000000449483	John Mackey	None	None	None		TIR Missed: No	0.00
Metro B Hosting	Paul Engberson	Environmental Quality		Low	Closed	TTR Missed: No	0.00
INC000000449484	Donna Spangler	None	None	None		TIR Missed: No	0.16
Metro B Hosting	Paul Engberson	Environmental Quality		High	Closed	TTR Missed: No	0.54
INC000000449491	Dale Jorgensen	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Environmental Quality		Low	Closed	TTR Missed: No	0.00
INC000000449494	Stacy Carroll	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Help Desk	Eileen Dubach	Environmental Quality		Low	Closed	TTR Missed: No	0.00
INC000000449496	David Bird	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Environmental Quality		Low	Closed	TTR Missed: No	0.00
INC000000449527	Donna Spangler	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Environmental Quality		Low	Closed	TTR Missed: No	0.00

Environmental Quality

Incident	Name	Category	Type	Item	TIR Missed		Value
INC000000449528	Hans Millican	PC/Laptop	Error	None		TIR Missed: No	0.23
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Closed	TTR Missed: No	2.37
INC000000449612	Phillip Goble	Network	Incident	None		TIR Missed: No	0.00
	Help Desk	James Stearns	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000449614	Renette Anderson	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.07
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed	TTR Missed: No	0.07
INC000000449761	Kate Tipple	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	0.06
INC000000449815	Don Verbica	PC/Laptop	Hardware	None		TIR Missed: No	0.07
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	1.41
INC000000449830	Doug Hansen	Network	Incident	Novell eDirectory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000449936	Doug Tanner	Application	Error	None		TIR Missed: No	0.37
	Metro B Desktop Support	Ken Bolkcom	Environmental Quality	Low	Closed	TTR Missed: No	2.26
INC000000449968	Bowen A Call	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.36
	Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Closed	TTR Missed: No	0.48
INC000000450006	David Larsen	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000450933	Lisa Gelino-Titcomb	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.05
INC000000451018	Jodie Swanson	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	0.20
INC000000451344	David McCleary	Application	None	Novell Messenger		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	0.05
INC000000451540	Arlene Lovato	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.23
	Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Closed	TTR Missed: No	1.17
INC000000451593	Kim Dyches	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	0.02
INC000000451612	Don Verbica	PC/Laptop	Performance	None		TIR Missed: No	0.39
	Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Closed	TTR Missed: No	1.42
INC000000451650	Arlene Lovato	EIS Hardware	Printer	None		TIR Missed: No	0.91
	Strategic Communications	Luis Larios	Environmental Quality	Low	Closed	TTR Missed: No	4.94
INC000000451750	Robin V Davis	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Environmental Quality	Low	Closed	TTR Missed: No	0.00

Environmental Quality

INC000000451795	Robin V Davis	Application	Password	None		TIR Missed: No	0.15
Metro B Desktop Support	Ken Bolkcom	Environmental Quality	Low	Closed		TTR Missed: No	1.03
INC000000451927	Arlene Lovato	Application	None	None		TIR Missed: No	0.32
Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Closed		TTR Missed: No	0.55
INC000000452039	Kim Viehweg	Application	Error	None		TIR Missed: No	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed		TTR Missed: No	0.00
INC000000452119	Lonnie Shull III	Network	Error	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed		TTR Missed: No	0.00
INC000000452277	Rachael Cassady	PC/Laptop	Hardware	None		TIR Missed: No	0.08
Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Closed		TTR Missed: No	0.20
INC000000452380	Suzan Tahir	Telecom	Voice Mail	Telephone		TIR Missed: No	0.27
Voice Operations	Romanza Hamblin	Environmental Quality	Low	Closed		TTR Missed: No	0.53
INC000000452501	Andy Hale	Network	Password	None		TIR Missed: No	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed		TTR Missed: No	0.03
INC000000452581	Donna Spangler	Remote Connectivity	Password	None		TIR Missed: No	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed		TTR Missed: No	0.03
INC000000452610	Kent Bott	None	None	None		TIR Missed: No	0.89
Voice Operations	Romanza Hamblin	Environmental Quality	Low	Closed		TTR Missed: No	1.13
INC000000452690	Roman Kuprov	None	None	None		TIR Missed: No	0.05
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed		TTR Missed: No	0.12
INC000000452736	Philip Griffin	None	None	Microsoft Windows XP Professic	TIR Missed: No	0.26
Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Closed		TTR Missed: No	0.30
INC000000452797	Tina Mercer	PC/Laptop	Error	None		TIR Missed: No	0.00
Metro B Desktop Support	Ken Bolkcom	Environmental Quality	Low	Closed		TTR Missed: No	1.85
INC000000453023	Arlene Lovato	Application	None	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed		TTR Missed: No	0.24
INC000000453254	Walter Baker	Mobile Devices	None	Ipads		TIR Missed: No	0.00
Help Desk	Eileen Dubach	Environmental Quality	Low	Closed		TTR Missed: No	0.00
INC000000453294	Rachael Cassady	None	None	None		TIR Missed: No	0.00
Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Closed		TTR Missed: No	0.00
INC000000453312	Sheila Stone	Application	None	None		TIR Missed: No	0.12
Metro B Desktop Support	Ken Bolkcom	Environmental Quality	Low	Closed		TTR Missed: No	0.32
INC000000453635	Michael Moss	PC/Laptop	Hardware	None		TIR Missed: No	0.07
Metro B Desktop Support	Jay Locker	Environmental Quality	Low	Closed		TTR Missed: No	3.08

Environmental Quality

Incident	Requester	Category	Type	Product	Metric	Status	TIR/TTR Missed	Value
INC000000453856	Candace Cady	Application	Error	ArcGIS Server Applications			TIR Missed: No	0.57
	Metro B Desktop Support	Tyler Pearce	Environmental Quality		Low	Closed	TTR Missed: No	0.58
INC000000454104	Judy Etherington	Application	Error	None			TIR Missed: No	0.56
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality		Low	Closed	TTR Missed: No	0.68
INC000000454334	Eric Baiden	Application	None	Novell GroupWise			TIR Missed: Yes	1.61
	Application Services	Tony Larsen	Environmental Quality		Low	Closed	TTR Missed: No	2.09
INC000000454348	Edith VanVleet	PC/Laptop	None	None			TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality		Low	Closed	TTR Missed: No	0.00
INC000000454356	Teri Weiss	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Environmental Quality		Low	Closed	TTR Missed: No	0.38
INC000000454418	Lenora Sullivan	Network	Error	None			TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality		Low	Closed	TTR Missed: No	0.04
INC000000454482	Brad M Lauchnor	Application	Error	Internet Explorer			TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality		Low	Closed	TTR Missed: No	0.03
INC000000454631	Jeff Studenka	PC/Laptop	Error	None			TIR Missed: No	0.31
	Metro B Desktop Support	Bill Crowther	Environmental Quality		Low	Closed	TTR Missed: No	3.58
INC000000454850	Tina Mercer	Network	Incident	None			TIR Missed: Yes	1.03
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality		Low	Closed	TTR Missed: No	1.14